WEB
SERVER
150

101
WEB
BROWSER

110
PORTAL
DATABASE
SERVER

130
LOGIN
SERVER

Internet

120

PROVIDER

Fig. 1

FIG 2

START

210 THE USER TRANSMITS A REQUEST FOR A WEB PAGE CONTAINING ONE OR
MORE PORTLETS TO THE PORTAL DATABASE SERVER 110

220 PORTAL DATABASE SERVER 110 DETERMINES IF THE USER IS RECOGNIZED

N

230 THE LOGIN SERVER 130 PRESENTS AUTHENTICATION MEANS TO THE USER

Y

240 THE PORTAL DATABASE SERVER 110 DETERMINES WHICH, IF ANY, WEB
PROVIDERS 120 ARE RESPONSIBLE FOR CONTENT IN THE REQUESTED WEB
PAGE

250 THE PORTAL DATABASE SERVER 110 COMMUNICATES WITH THE ONE OR
MORE IDENTIFIED WEB PROVIDERS 120 TO OBTAIN THE CONTENT FOR
ANY PORTLETS RESIDING ON THE REQUESTED WEB PAGE

260 THE PORTAL DATABASE SERVER 110 ASSEMBLES THE RECEIVED CONTENT
FROM IDENTIFIED WEB PROVIDERS 120 TO FORM THE REQUESTED WEB
PAGE

270 THE PORTAL DATABASE SERVER 110 TRANSMITS THE REQUESTED WEB
PAGE TO THE USER

END

FIG.3

ORACLE

Upload Users

○ ● ● ●
Overview   User   Review and   Upload
           Upload   Confirm   Complete

Overview

Welcome to the User Upload wizard! The wizard will guide you through the steps of uploading a list of users to be created on the Portal system.
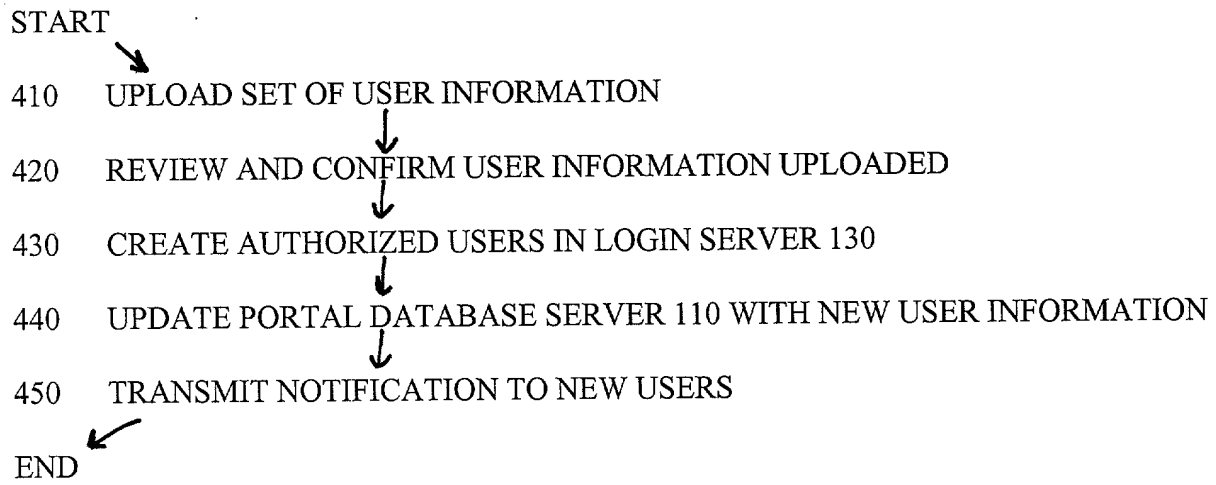
(Cancel) (Back)--step 1 of 4--[Next] (Finish)

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FIG 4

START

410   UPLOAD SET OF USER INFORMATION

420   REVIEW AND CONFIRM USER INFORMATION UPLOADED

430   CREATE AUTHORIZED USERS IN LOGIN SERVER 130

440   UPDATE PORTAL DATABASE SERVER 110 WITH NEW USER INFORMATION

450   TRANSMIT NOTIFICATION TO NEW USERS

END

ORACLE

Upload Users

Overview   User Upload   Review and Confirm   Upload Complete

Upload List of Users

Enter name of the comma delimited file of users to be uploaded, or click on the Browse button to select the file from your file system, or press Next to enter the users manually.

* File Name. [_____] Browse...

(Cancel) (Back)—step 2 of 4—(Next) (Finish)

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FIG. 6

ORACLE

Upload Users

Overview — User Upload — Review and Confirm — Upload Complete

Review and Confirm

Check the list of Users and make any additions, deletions or corrections you need,
then press the Next button to create the users. Press the ✚ icon to add a user.
Press the ✖ icon to delete a row. Type a Y in the Def column if you want the Group to
be the Default Group for the user. Press the Cancel button to exit without creating the
users.

~610

✚ UserID or Email *	Password	Email *	Group	Def	Error
✖ FIRSTUSER	FIRSTUSER	FIRSTUSER@US.ORAC	TEST_GROUP	Y	
✖ TESTUSER	TESTUSER	TESTUSER@US.ORAC	BAD_GROUP	Y	User already exists! Group does not exist!
✖ SECONDUSER	SECONDUSER	SECONDUSER@US.OF	TEST_GROUP	Y	
✖ THIRDUSER	THIRDUSER	THIRDUSER@US.ORA	TEST_GROUP	N	

(Cancel) (Back) --step 3 of 4-- [Next] (Finish)

FIG. 7

ORACLE

Upload Users

Overview | User Upload | Review and Confirm | Upload Complete

Upload Results

Upload completed. Please review the results. Press the Finish button to exit

UserID or Email	Password	Email	Group	Def	Status
FIRSTUSER	FIRSTUSER	FIRSTUSER@US.ORACLE.COM	TEST_GROUP	Y	User created Folder already exists!
TESTUSER	TESTUSER	TESTUSER@US.ORACLE.COM	BAD_GROUP	Y	User already exists! Group does not exist! Folder already e
SECONDUSER	SECONDUSER	SECONDUSER@US.ORACLE.COM	TEST_GROUP	Y	User created Folder already exists!
THIRDUSER	THIRDUSER	THIRDUSER@US.ORACLE.COM	TEST_GROUP	N	User created Folder already exists!

Cancel | Back | --step 4 of 4-- | Next | Finish

ORACLE

WEB SERVER 150

101 WEB BROWSER

Internet

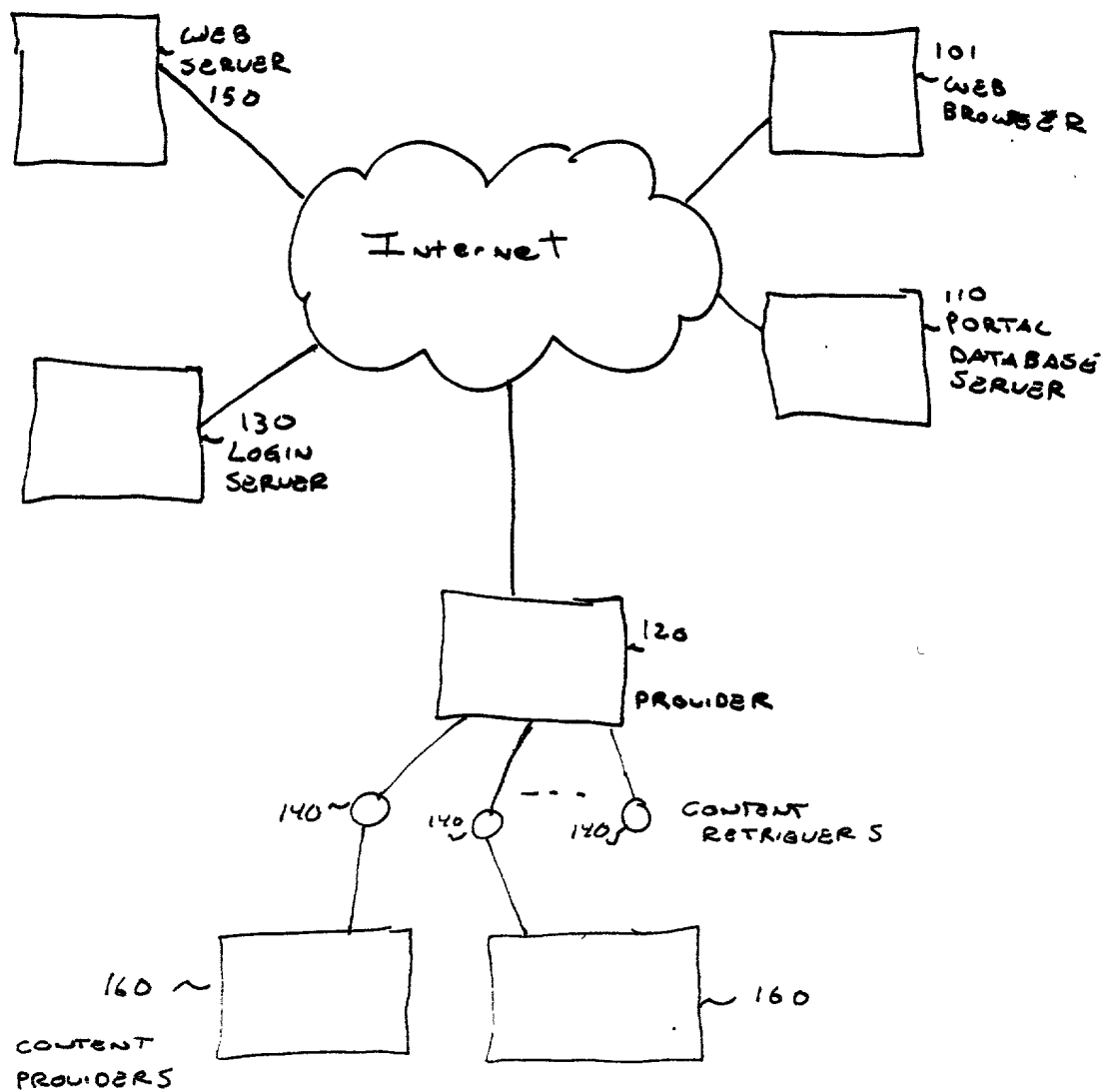110 PORTAL DATABASE SERVER

130 LOGIN SERVER

120 PROVIDER

140~ 140 140 CONTENT RETRIEVERS

160~ 160

CONTENT PROVIDERS

Fig. 8

Fig. 9

START

910 IDENTIFY A NEW CONTENT PROVIDER 150 TO ADD OR UPDATE

920 WEB PROVIDER 120 RETRIEVES A CONTENT SPECIFICATION FILE FROM CONTENT PROVIDER 150

930 WEB PROVIDER 120 GENERATES CONTENT RETRIEVERS 140 BASED UPON CONTENT SPECIFICATION FILE

940 WEB PROVIDER 120 TRANSMITS NOTIFICATION TO PORTAL WEB SERVER 1110 THAT IT SUPPORTS NEW OR UPDATED CONTENT.

END

Fig. 10

START

1010 USER MAKES A REQUEST FOR CONTENT FROM A WEB BROWSER 101

1020 USER REQUEST RECEIVED BY PORTAL WEB SERVER 110

1030 PORTAL WEB SERVER 110 IDENTIFIES ANY WEB PROVIDERS 120 THAT PROVIDE CONTENT REQUESTED BY THE USER

1040 PORTAL WEB SERVER 110 TRANSMITS A REQUEST FOR DATA TO ANY WEB PROVIDER 120 RESPONSIBLE FOR CONTENT PRESENT IN THE USER REQUEST

1050 WEB PROVIDER 120 TRANSMITS REQUEST FOR DATA TO ANY CONTENT RETRIEVERS 140 REQUIRED IN SATISFYING THE REQUEST FOR DATA

1060 CONTENT RETRIEVERS RETRIEVE DATA FROM CONTENT PROVIDERS 150

1070 DATA IS RETURNED TO THE PORTAL WEB SERVER 110 FOR ASSEMBLY AND DELIVERY TO THE USER

END

Fig. 11

1100

1108 Main Memory
1109 ROM
1110 Storage device
1106 BUS
1107 Processor
1114 Communication INTERFACE
1115 Communication LINK
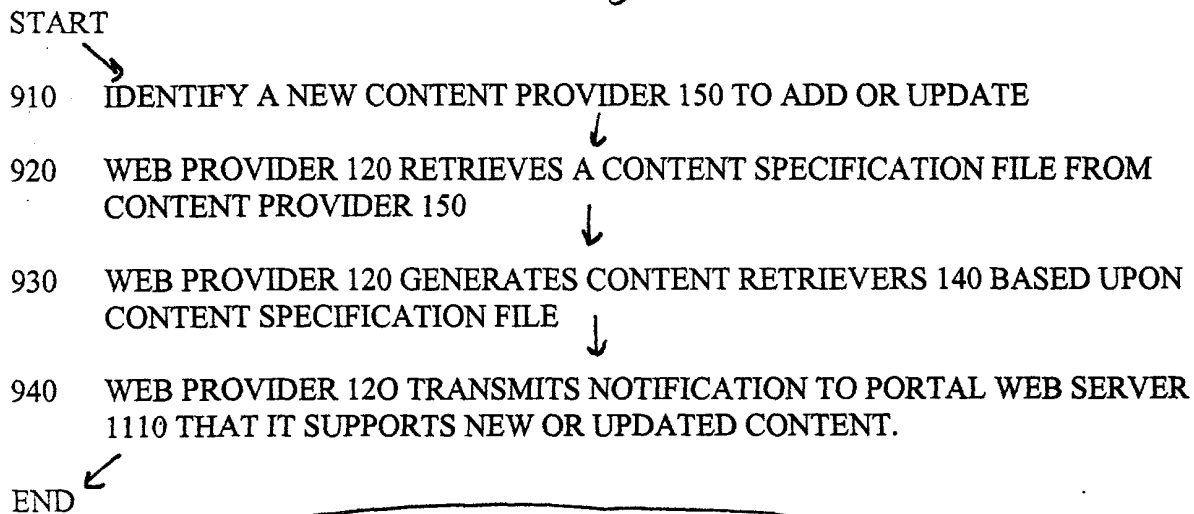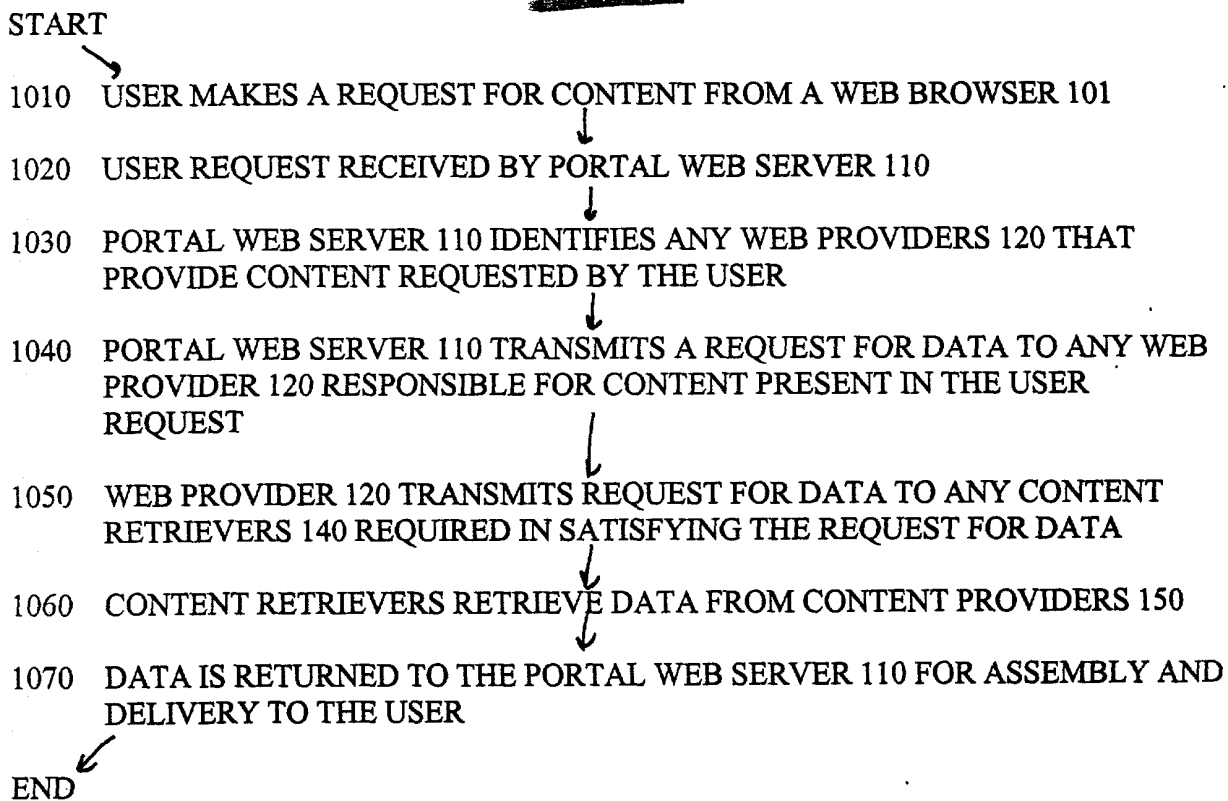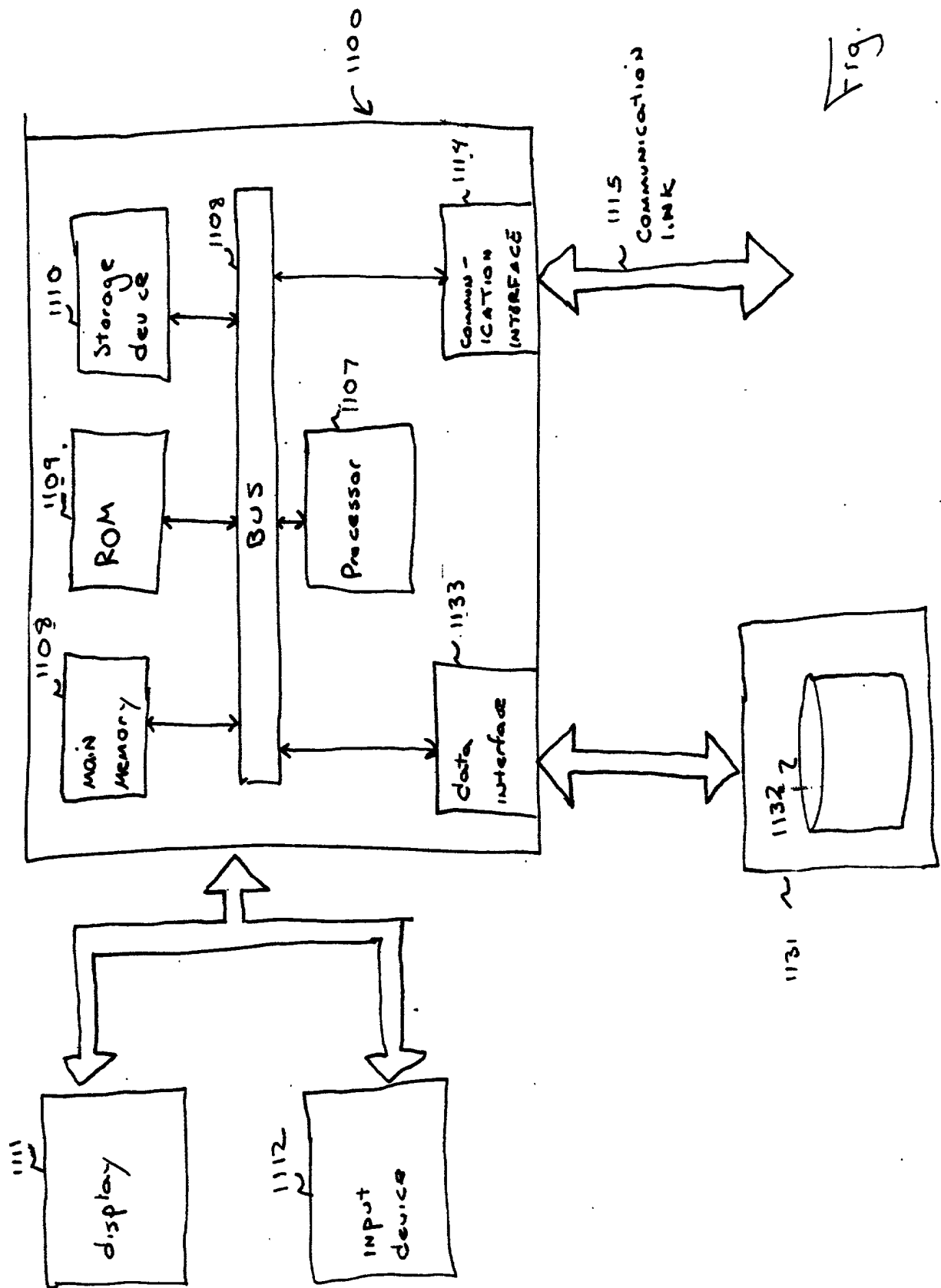1133 data interface
1131
1132
1111 display
1112 Input device

Welcome Thomas
Portals, Portals, Portals

Navigation Home Help

November 19, 2001

Edit Page Customize Account Info Logout

PortalSubpage1

Main   My Docs   Group Docs   **Apps**   Admin

Survey Builder

Create New Survey
Create a new Survey, define questions and response characteristics

Survey Wizard
Click 🗐, select a survey from the list, then click Edit, Delete, Purge or Copy

Survey Name [   ] 🗐 Edit Delete Purge Copy

Fig. 12

FIG. 13

START

1310   DISPLAY INTRODUCTORY SCREEN TO USER

1320   CONFIGURE SURVEY SETUP INFORMATION

1330   CREATE EACH QUESTION IN THE SURVEY

1340   REVIEW AND CONFIRM THE CREATED SURVEY

END

FIG. 20

START

2010   INITIATE THE CREATION OF A NEW FAQ

2020   CONFIGURE FAQ SETUP INFORMATION

2030   CREATE EACH QUESTION IN THE FAQ

2040   REVIEW AND CONFIRM THE RECORDED FAQ DATA

END

Edit Survey: Entertainment

Overview — Survey Setup — Question Creation — Review and Confirm

Overview

Welcome to the Survey wizard! The wizard will guide you through the steps of defining the questions for your survey.

(Cancel) (Back)--step 1 of 4--[Next] (Finish)

ORACLE®

1400

Fig. 14

Edit Survey: Entertainment

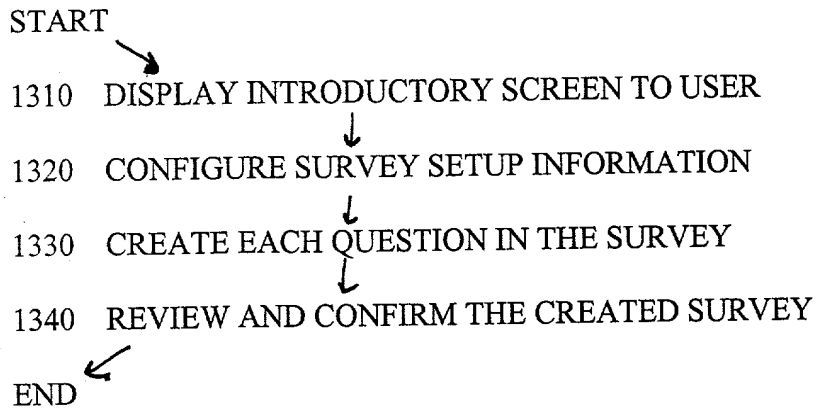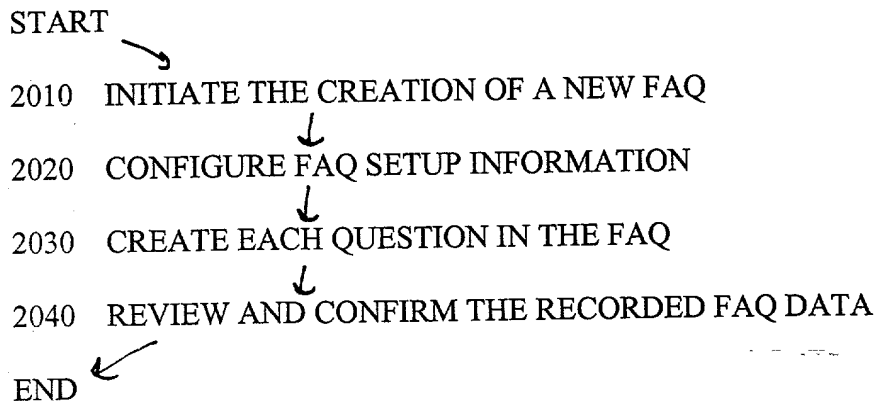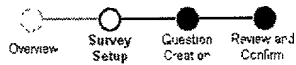Overview — Survey Setup — Question Creation — Review and Confirm

Survey Setup

1510

Enter a title and select a content area

* Survey Name Entertainment

* Content Area Content

Recipient Information

1520

How do you want to identify the survey recipients? (Default is anonymous.)

☐ Login ID

☑ Name

☑ E-mail

☐ Employee Number

☐ Company Name

Allow Multiple Replies

1530

Would you like to allow participants to reply to the survey multiple times?

☐ Multiple Replies

Place Portlet on Main Page

1540

Check the following box and select the page to put the Survey Form portlet on

☐ Place Portlet

Portlet Page Main

End of Survey Options

1550

The following buttons allow selection of the way the survey behaves after the respondent finishes answering all the questions. Please select one of the following

◉ Show Chart of Responses

○ Show Report of Responses

○ Allow Editing of Responses

○ Show Nothing

Messages to Recipients

1560

Welcome message

Welcome to the Entertainment Survey.

Enter a welcome message to your survey recipients
This text will precede the first question and could be used
for instructions or disclaimers

☑ Show only the Welcome message on the first page of
the Survey.

1570

Closing comments

Thanks for taking the Entertainment
Survey.

Enter closing comments for your survey. This text will go
after the last question and could be used to thank
recipients or let them know when results will be published

Cancel | Back | step 2 of 4 | Next | Finish

1500

Fig. 15

1600

Question List

The following are the questions you have entered. Use the controls on the left to edit, delete or reorder questions.

1605

1660 — ⊟ **Main**
  ⊟ ✗ ↓ ✎ 1) Do you have any hobbies?
    — Yes ➡ Hobbies   1690
    — No   1690
                        1690

  ⊟ ✗ ↑ ↓ ✎ 2) Do you like sports?   1670
  ⊟ ✗ ↑ ✎ 3) Do you like cars?   1670

1660 — ⊟ ✗ **Hobbies**
  ⊟ ✗ ↓ ✎ 1) Do you play chess?
  ⊟ ✗ ↑ ↓ ✎ 2) Do you like to dance?
  ⊟ ✗ ↑ ✎ 3) Do you collect stamps?

1660 — ⊟ ✗ **Sports**
  ⊟ ✗ ↓ ✎ 1) Which football team do you like?
  ⊟ ✗ ↑ ↓ ✎ 2) Which basketball team do you like?
  ⊟ ✗ ↑ ✎ 3) Which baseball team do you like?
  ✦

1680
1680

Edit Survey: Entertainment   ?

○———○———○———●
Overview   Survey   Question   Review and
           Setup   Creation   Confirm

Question Creation

You can create as many questions as you wish. For each question specify the question text, style and answer choices in the boxes provided. Use the question list on the left to edit and reorder questions. When you have finished entering a question click "Add another" to begin a new question. Click "Next" when you have entered the last question

Section: [Main ▾]

Question [Do you have any hobbies?]

Display Style: [Check Box ▾]

☐ Allow Multiple Responses.

☐ Include "Other" choice and "Please Explain" field.

☑ Optional

Answer choices: [Yes
No
                                    ]

Type your answer choices above, one choice per line. Press "Enter" after every answer choice you type in

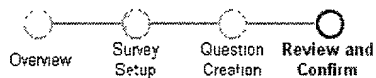This answer: [Yes ▾]

Triggers section: [Hobbies ▾]

(Add another question...)

(Cancel) (Back) --step 3 of 4-- (Next) (Finish)

1650

1610   Fig. 16

Edit Survey: Entertainment   **?**

Overview   Survey Setup   Question Creation   **Review and Confirm**

Review and Confirm

You have completed the definition of your survey. Press the "Back" button to check and correct your work. Press the "Finish" button when you are satisfied with your entries. Press the "Cancel" button to end the process without saving your work.

(Cancel) (Back) --step 4 of 4-- Next (Finish)

Welcome to the Entertainment Survey.

* Last Name: Johnson
* First Name: Thomas
  Middle Name: H
* E-mail: Thomas Johnson@oracl

1) Do you have any hobbies?
(Choose one answer) (Optional)
  ☐ 1) Yes
  ☐ 2) No

2) Do you like sports?
(Choose one or more answers)
  ☐ 1) Yes
  ☐ 2) No

3) Do you like cars?
(Choose one answer)
  ☐ 1) Yes
  ☐ 2) No

Thanks for taking the Entertainment Survey.

1700

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Fig. 17

ORACLE

Edit Survey Answer Form Portlet Settings

Apply   OK   Cancel

Survey Answer Form Portlet Settings

Customize the settings for the Survey Answer Form

Survey Name.	Entertainment	
Start Date.	11/19/2001	(MM/DD/YYYY)
End Date:		(MM/DD/YYYY)
Questions per page	All	(# or "All" - max 99 per page)

Item	Font Face	Color	Size	A	A	A
Portlet Background		Browser Default				
Welcome Message	Browser Default	Browser Default	+0	⬜	⬜	⬜
Closing Comments	Browser Default	Browser Default	+0	⬜	⬜	⬜
Questions	Browser Default	Browser Default	+0	⬜	⬜	⬜
Question Instructions	Browser Default	Browser Default	+0	⬜	⬜	⬜
Answers	Browser Default	Browser Default	+0	⬜	⬜	⬜
Identification Info	Browser Default	Browser Default	+0	⬜	⬜	⬜

1800

Fig. 18A

FIG 18B

Welcome Thomas
Portals, Portals, Portals

Navigator Home Help

November 19, 2001

Edit Page Customize Account Info Logout

Porta/Subpage1

Web | My Docs | Group Docs | **Apps** | Admin

Entertainment

1) Do you have any hobbies?
(Choose one answer) (Optional)
☑ 1) Yes
☐ 2) No

2) Do you like sports?
(Choose one or more answers)
☑ 1) Yes
☐ 2) No

3) Do you like cars?
(Choose one answer)
☑ 1) Yes
☐ 2) No

(Back | Next)

1850

Fig. 18B

FIG 19A

Home

Edit Survey Response Report Portlet Settings

Apply OK Cancel

Survey Response Report Portlet Settings

Customize the settings for the Survey Response Report.

Survey Name:	Entertainment
Start-End Date	10/03/2001 - no end date
Questions per page	All (# or "All" - max 99 per page)
Order by	Count Descending

Item	Font Face	Color	Size	A	A	A
Portlet Background		Browser Default				
Sub-heading	Browser Default	Browser Default	+0	□	□	□
Totals	Browser Default	Browser Default	+0	□	□	□
Questions	Browser Default	Browser Default	+0	□	□	□
Answers	Browser Default	Browser Default	+0	□	□	□

1900

Fig. 19A

ORACLE
Welcome Thomas

November 19, 2001

Exit Page   Customize   Account Info   Logout

PortalSubpage1

Apps

(03 October 2001 - no ending date)
Total respondents: 1

Do you have any hobbies?

	Number of Responses	Percentage
Yes	1	100 %
No	0	
Total	1	

Do you like sports?

	Number of Responses	Percentage
Yes	1	100 %
No	0	
Total	1	

Do you like cars?

	Number of Responses	Percentage
Yes	1	100 %
No	0	
Total	1	

Hobbies

Do you play chess?

	Number of Responses	Percentage
Yes	1	100 %
No	0	
Total	1	

Do you like to dance?

	Number of Responses	Percentage
Yes	1	100 %
No	0	
Total	1	

Do you collect stamps?

	Number of Responses	Percentage
Yes	1	100 %
No	0	
Total	1	

Sports

Which football team do you like?

	Number of Responses	Percentage
49rs	1	100 %
Chiefs	0	
Cowboys	0	
Raiders	0	
Total	1	

Which basketball team do you like?

	Number of Responses	Percentage
Bulls	1	100 %
Lakers	0	
Total	1	

Which baseball team do you like?

	Number of Responses	Percentage
Giants	1	100 %
As	0	
Mets	0	
Yankees	0	
Total	1	

Cars

Which sports car is best

	Number of Responses	Percentage
Porshe	1	100 %
BMW	0	
Ferrari	0	
Lotus	0	
Masarati	0	
Total	1	

Which SUV is best?

	Number of Responses	Percentage
Toyota	1	100 %
Chevrolet	0	
Ford	0	
Land Rover	0	
Total	1	

Which minivan is best?

	Number of Responses	Percentage
Mazda	1	100 %
Dodge	0	
Nissan	0	
Toyota	0	
Total	1	

1950

Fig. 19B

FIG 21

Welcome Thomas
Portals, Portals, Portals

Navigator Home Help

November 19, 2001

Edit Page Customize Account info Logout

PortalSubpage1

Main | My Docs | Group Docs | **Apps** | Admin

FAQ Builder

Create New FAQ
Create a new FAQ, define questions and response characteristics

FAQ Wizard
Click 🔲, select a FAQ from the list, then click Edit.

FAQ Name: [   ] 🔲 [Edit] [Delete]

2100

Fig. 21

FIG. 22

ORACLE

Edit FAQ: How-to tips   ?

○ Overview   ○ FAQ Setup   ● Question Creation   ● Review and Confirm

FAQ Setup

Enter a title and select a content area

         " FAQ Name.   How-to tips

         * Content Area: Content

         * Default Category: [General ▼]

Messages to Recipients

Welcome message'
> Welcome to the How-to tips FAQ. These articles will show you how to maintain your car.

Enter a welcome message to your FAQ recipients
This text will precede the first question and could be used for instructions or disclaimers

Closing comments:
> Thanks for using the How-to tips FAQ.

Enter closing comments for your FAQ This text will go after the last question and could be used to thank recipients or to provide general system status messages.

(Cancel)   (Back) --step 2 of 4-- Next)   (Finish)

ORACLE®

2200

Fig. 22

ORACLE

The following are the questions you have entered. Use the controls on the left to edit, delete or reorder questions.

General

🗑 ⬇ ✏ 1) How do I change a flat tire on my car?

🗑 ⬆ ⬇ ✏ 2) How do I change the spark plugs?

🗑 ⬆ ⬇ ✏ 3) What is the best car?

🗑 ⬆ ✏ 4) Which sports car is best?

2310

Edit FAQ: How-to tips ?

○ ───── ○ ───── ○ ───── ●
Overview   FAQ   **Question**   Review and
      Setup   **Creation**   Confirm

Question Creation

You can create as many questions as you wish. For each question specify the question text in the "Question" box provided, then enter the text of the answer in the "Answer" box. Use the question list on the left to edit and reorder questions. When you have finished entering a question click "Add another" to begin a new question. Click "Next" when you have entered the last question.

Question: | How do I change a flat tire on my car? |

Answer:
```
1.   Jack up the car.
2.   Remove the lug-nuts from the tire.
3.   Remove the flat tire.
4.   Put the spare tire on the hub.
5.   Tighten the lug nuts.
```

Type your answer above.

* Category: | General ▾ |

(Add another question...)

(Cancel) (Back) --step 3 of 4-- [Next] (Finish)

ORACLE®

2360

2350

2300

Fig. 23A

ORACLE

Question List

The following are the questions you have entered. Use the controls on the left to edit, delete or reorder questions.
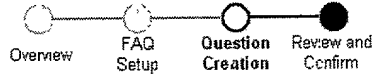
Maintenance

1) How do I change a flat tire on my car?

2) How do I change the spark plugs?

Picking a Car

1) What is the best car?

2) Which sports car is best?

2310

Edit FAQ: How-to tips   ?

Overview — FAQ Setup — **Question Creation** — Review and Confirm

Question Creation

You can create as many questions as you wish. For each question specify the question text in the "Question" box provided, then enter the text of the answer in the "Answer" box. Use the question list on the left to edit and reorder questions. When you have finished entering a question click "Add another" to begin a new question. Click "Next" when you have entered the last question

Question: How do I change a flat tire on my car?

Answer:
```
1.   Jack up the car.
2.   Remove the lug-nuts from the tire.
3.   Remove the flat tire.
4.   Put the spare tire on the hub.
5.   Tighten the lug nuts.
```

Type your answer above.

* Category.   Maintenance

(Add another question...)

(Cancel) (Back) --step 3 of 4-- [Next] (Finish)

ORACLE®

2360

2350

2300

Fig. 23B

Edit FAQ: How-to tips ?

Overview — FAQ Setup — Question Creation — Review and Confirm
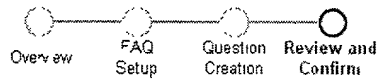
Review and Confirm

You have completed the definition of your FAQ. Press the "Back" button to check and correct your work. Press the "Finish" button when you are satisfied with your entries. Press the "Cancel" button to end the process without saving your work.

(Cancel) (Back) --step 4 of 4-- (Next) (Finish)

Welcome to the How-to tips FAQ. These articles will show you how to maintain your car.

Maintenance
How do I change the spark plugs?
1. Open the hood of your car.
2. Remove the spark plug wires.
3. Use a spark plug wrench to remove the old spark plugs.
4. Install the new spark plugs.
5. Close the hood.

How do I change a flat tire on my car?
1. Jack up the car.
2. Remove the lug-nuts from the tire.
3. Remove the flat tire.
4. Put the spare tire on the hub.
5. Tighten the lug nuts.

Picking a Car
What is the best car?
 Toyota
 Honda
 Nissan

Which sports car is best?
 Ferrari
 Porche
 Jaguar
 Masarati

Thanks for using the How-to tips FAQ.

ORACLE®

2460

Fig. 24

ORACLE

Home

Edit FAQ Report Portlet Settings

Apply | OK | Cancel

FAQ Report Portlet Settings

Customize the settings for the FAQ Report.

FAQ Name: [How-to tips ▼]

Questions per page: [All] (N or "All" - max 99 per page)

Hyper-Links to Answers? [N] (Y or N)

Count hits? [N] (Y or N)

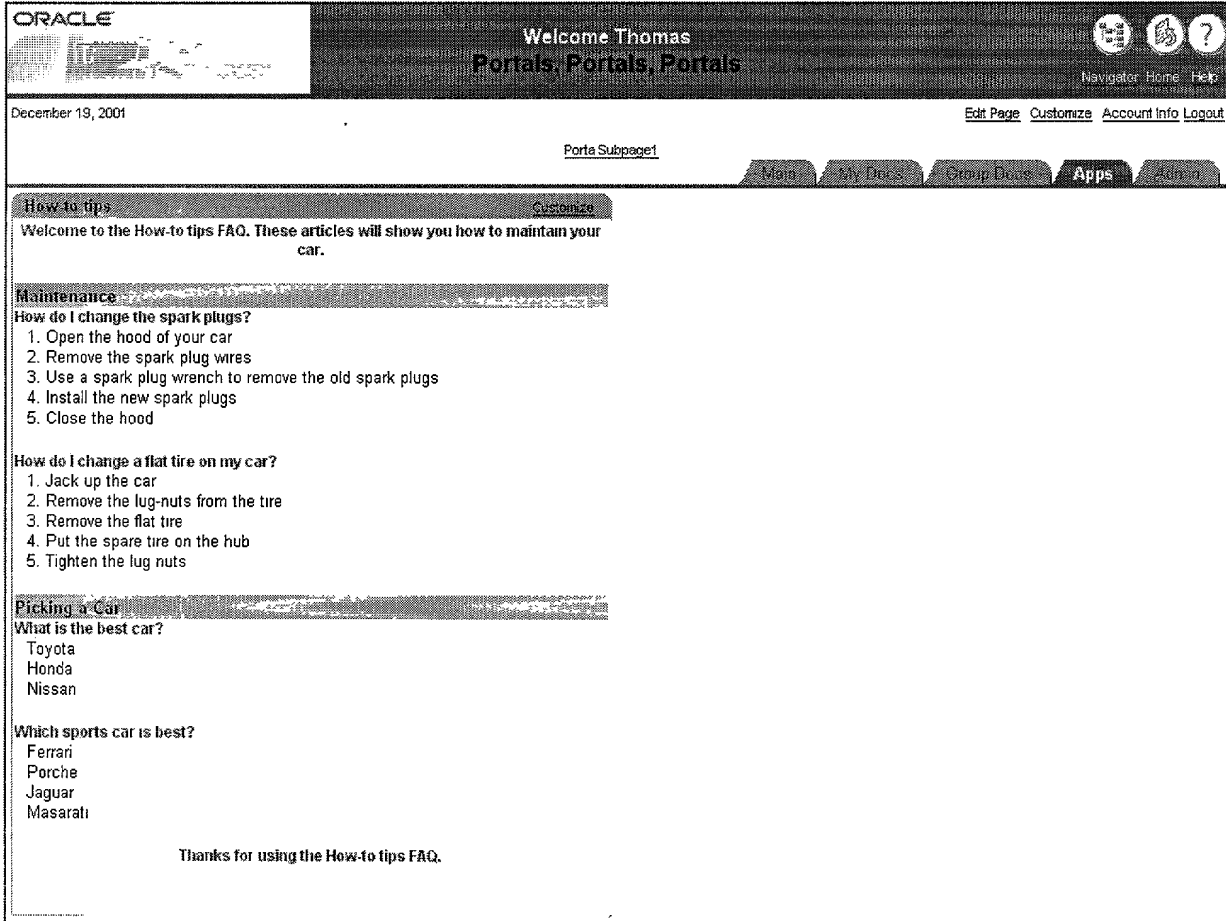Select Categories. [Clear Selections] [Select All Categories]

General ☑
Maintenance ☑
Picking a Car ☑

Item	Font Face	Color	Size	A	A	A
Portlet Background		Browser Default ▼				
Welcome Message	Browser Default ▼	Browser Default ▼	+0 ▼	☐	☐	☐
Closing Comments	Browser Default ▼	Browser Default ▼	+0 ▼	☐	☐	☐
Questions	Browser Default ▼	Browser Default ▼	+0 ▼	☐	☐	☐
Answers	Browser Default ▼	Browser Default ▼	+0 ▼	☐	☐	☐
Hit Counter	Browser Default ▼	Browser Default ▼	+0 ▼	☐	☐	☐

2500

Fig. 25A

FIG 25B

ORACLE

Welcome Thomas
Portals, Portals, Portals

Navigator Home Help

December 19, 2001

Edit Page Customize Account Info Logout

Porta Subpage1

Main My Docs Group Docs **Apps** Admin

How-to tips   Customize

Welcome to the How-to tips FAQ. These articles will show you how to maintain your car.

Maintenance
How do I change the spark plugs?
1. Open the hood of your car
2. Remove the spark plug wires
3. Use a spark plug wrench to remove the old spark plugs
4. Install the new spark plugs
5. Close the hood

How do I change a flat tire on my car?
1. Jack up the car
2. Remove the lug-nuts from the tire
3. Remove the flat tire
4. Put the spare tire on the hub
5. Tighten the lug nuts

Picking a Car
What is the best car?
  Toyota
  Honda
  Nissan

Which sports car is best?
  Ferrari
  Porche
  Jaguar
  Masarati

Thanks for using the How-to tips FAQ.

2550

Fig. 25B